

# IBMhq Test Case Execution Report

**Test Case Name:**Route Incident- 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-06 13-23-42

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
34	33	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

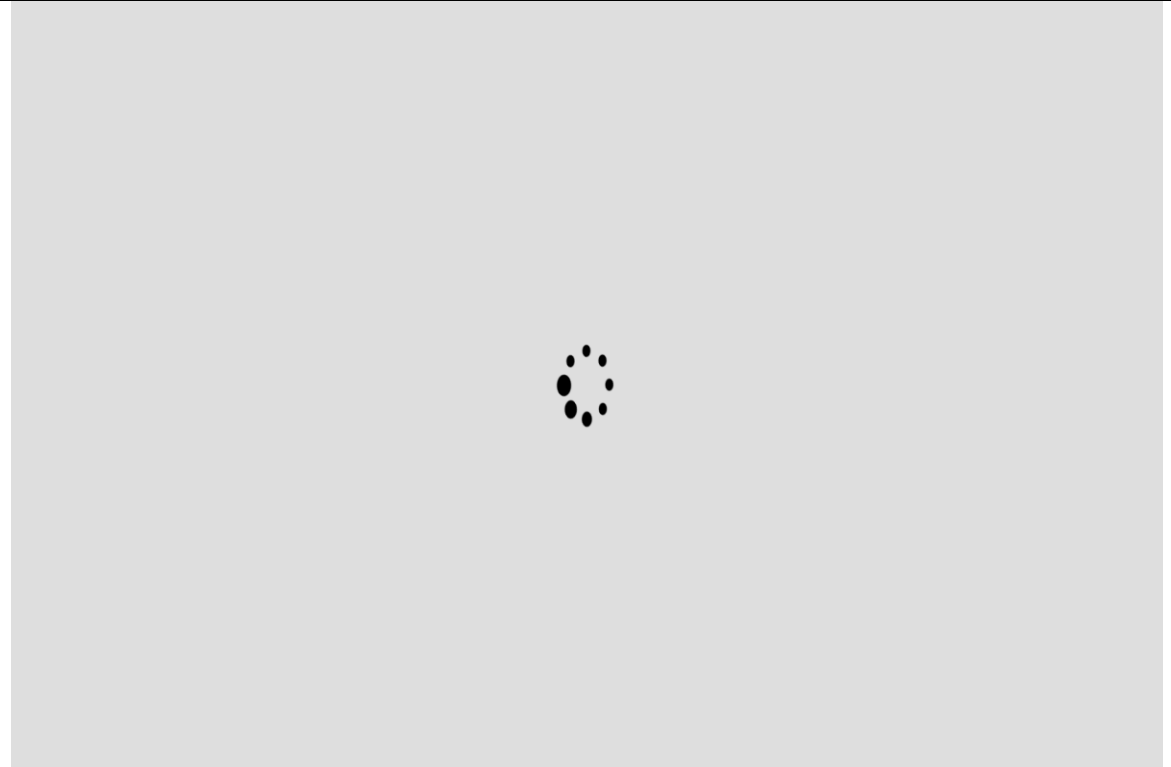
Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



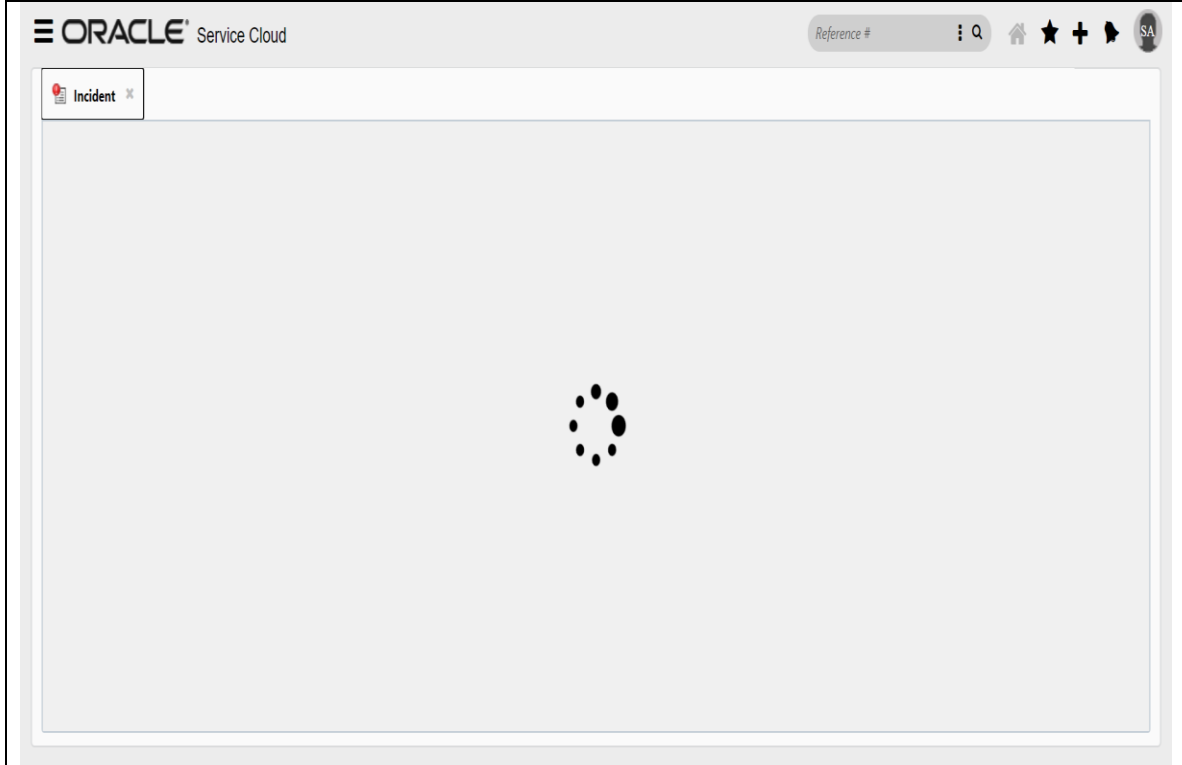
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



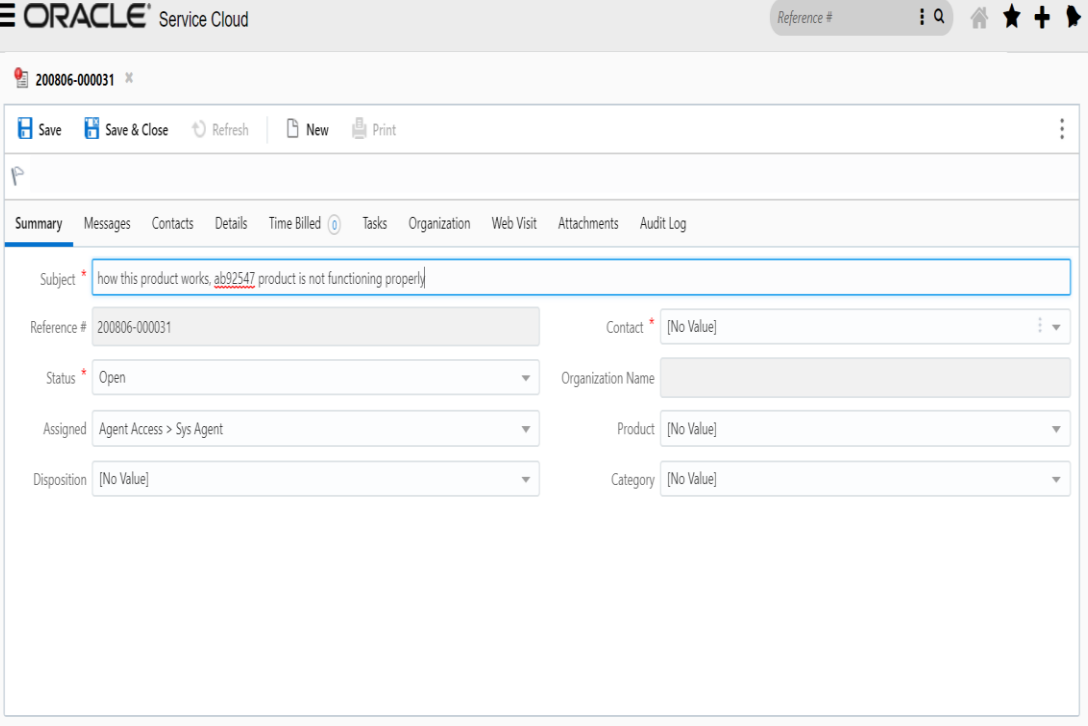
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident\_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for an incident record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows 'Summary' as the active tab. The 'Subject' field is highlighted with a blue border and contains the text 'how this product works, ab92547 product is not functioning properly'. Below the subject field, there are several input fields: 'Reference #' (200806-000031), 'Contact' ([No Value]), 'Status' (Open), 'Organization Name' (empty), 'Assigned' (Agent Access > Sys Agent), 'Product' ([No Value]), 'Disposition' ([No Value]), and 'Category' ([No Value]). The interface includes standard action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' at the top of the form area.

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a specific case. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows the 'Summary' tab selected. The case details are as follows:

Field	Value
Subject *	how this product works, ab92547 product is not functioning properly
Reference #	200806-000031
Status *	Open
Assigned	Agent Access > Sys Agent
Disposition	[No Value]
Contact *	Adam Smit
Organization Name	
Product	[No Value]
Category	[No Value]

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' tab and a list of fields: 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently selected, and its dropdown menu is open, showing a search bar and a list of agents: 'Minhaj Ameen', 'Sys Agent', and 'All'. The 'Sys Agent' option is highlighted. The right main panel shows a form with fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). There are also tabs for 'Attachments' and 'Audit Log'.



Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000031 is shown. The record includes a subject line, a reference number, and various fields for status, organization, and product. The 'Product' field is highlighted with a blue border and a refresh icon.

**Oracle Service Cloud**

Reference #

**200806-000031**

Save Save & Close Refresh New Print

**Summary** Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000031

Contact \* Adam Smit

Status \* Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:10

Step Description: Click on Primary Antibodies

Expected Result: Primary Antibodies should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows the 'Summary' tab selected. The case details are as follows:

Field	Value
Subject *	how this product works, ab92547 product is not functioning properly
Reference #	200806-000031
Contact *	Adam Smit
Status *	Unresolved
Organization Name	California Federation
Assigned	[No Value]
Product	ab92547
Disposition	[No Value]
Category	[No Value]

The 'Category' field is highlighted with a blue border and a refresh icon. The interface also includes action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' at the top of the case view.

Step No:11

Step Description: WaitTime

Expected Result: WaitTime

Actual Result: The browser had waited (hard wait) for: 5 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a breadcrumb trail shows '200806-000031'. A toolbar contains icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays a form with the following fields: 'Subject' (how this product works, ab92547 product is not functioning properly), 'Reference #' (200806-000031), 'Status' (Unresolved), 'Assigned' ([No Value]), 'Disposition' ([No Value]), 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' (ab92547), and 'Category' (a dropdown menu with options '[No Value]' and 'Primary Antibodies').

Step No:12

Step Description: select the Queue

Expected Result: select the Queue

Actual Result: invalid element state

(Session info: chrome=84.0.4147.105)

Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53'

System info: host: 'ANITTALA', ip: '192.168.0.105', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1'

Driver info: org.openqa.selenium.chrome.ChromeDriver

Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion:

84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b...,

userDataDir: C:\Users\ABHIRA~1\AppData\L...}, goog:chromeOptions: {debuggerAddress:

localhost:54161}, javascriptEnabled: true, networkConnectionEnabled: false,

pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(),

setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad:

300000, script: 30000}, unhandledPromptBehavior: dismiss and notify,

webauthn:virtualAuthenticators: true}

Session ID: 597274cb3be7ac0e17484616eba4d8c7

Status: Fail

